GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:77
ANSWERED ON:27.07.2006
QUALITY OF CATERING SERVICE .
Shivanna Shri M

Will the Minister of RAILWAYS be pleased to state:

(a)Whether there is decline in quality of catering service in trains and at stations ;

(b)If so, the number of complaints regarding supply/selling of sub − standard food in trains /stations received during 2005-06 and 2006-07, Zone-wise;

(c)The action taken on such complaints; and

(d)The measures being taken/to be taken to check quality of food served/sold in trains and at stations and to improve the catering service ?

Answer

MINISTER OF RAILWAYS (SHRI LALU PRASAD)

(a) to (d): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PART (a) TO (d) OF STARRED QUESTION NO.77 BY SHRI M. SHIVANNA TO BE ANSWERED IN THE LOK SABHA ON 27.7.06 REGARDING QUALITY OF CATERING SERVICE.

(a) to (d): No, Sir. Improvement in catering services is an ongoing process. This includes maintenance of hygiene, standard and quality of food services, introduction of good quality packaging/use of biodegradable material, revision of menus, procurement of raw material from approved sources etc. Regular/ surprise checks are conducted by the railway administration to monitor the catering services and remedial action is taken.

A list showing number of complaints received and action taken thereto for the year 2005-06 and 2006-07 (up to May) is at Appendix.

In order to ensure that standardized hygienic food and beverage are supplied to rail users prescribed hygienic norms are followed by the base kitchens and other cooking units.

Indian Railway Catering and Tourism Corporation (IRCTC) have already undertaken renovation of base kitchens / cooking units. Replacement of old / defective furniture, food service equipments and other gadgets, gas pipelines etc. are undertaken on need basis. In addition to above massive training programs are conducted for catering staff to upgrade the quality of services. Good quality raw materials are procured from reputed cooperative societies approved by Bureau of Indian Standards (BIS) and Agmark standards as applicable. To ensure the quality of food "Services Monitoring Cells" (SMC) have been created at Zonal level by IRCTC to take immediate remedial action.